

**2.17 SVC SPEC TITLE: Juvenile Drug Court, Third Circuit  
DR3JRS - Juvenile Residential Services**

**2.17.1 Introduction**

**A. & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of this service is to provide a safe, nurturing environment for juveniles who have been ordered by Drug Court of the Third Circuit and/or referred to participate in a residential program. Programs should provide clients with a safe, clean, supportive, well supervised environment in which minors can develop the tools and skills needed to function in society as young adults. Services should also be reflective of the court's balanced and restorative justice philosophy. The goals of balanced and restorative justice are accountability, competency development, and public safety.

**D. Description of the target population to be served**

Male and female Juvenile Drug Court participants between the ages of 14 to 17 years who are adjudicated as a law violator.

**E. Geographic coverage of service**

Third Circuit - West Hawaii, East Hawaii or Island of Hawaii

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2012</u>	<u>FY 2013</u>	<u>FY 2014</u>	<u>FY 2015</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Fund

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011, to June 30, 2015, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract.

## 2.17.2 General Requirements

### A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated its competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards and provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (see Section 5, POS Application Checklist, for the website address).

### B. Secondary purchaser participation (Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

### C. Multiple or alternate proposals (Refer to §3-143-605, HAR)

☐ Allowed      ☒ Unallowed

### D. Single or multiple contracts to be awarded (Refer to §3-143-206, HAR)

☐ Single      ☐ Multiple      ☒ Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interests of the Judiciary and will be based on the highest ranked proposals.

**E. Single or multi-term contracts to be awarded**

(Refer to §3-149-302, HAR)

☐ Single term (< 2 yrs)

☒ Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011, to June 30, 2015. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.4 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Naty Butay at (808) 538-5805 Fax: (808) 538-5802  
[Naty.B.Butay@courts.state.hi.us](mailto:Naty.B.Butay@courts.state.hi.us)

If you have any programmatic questions regarding the requested services, please call the following individual:

Hawaii: Juvenile Drug Court, Third Circuit  
Warren Kitaoka at (808) 938-6466 fax: (808) 443-2222

**2.17.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

Services are being requested for a residential facility for youth who require a safe, monitored, and structured living environment.

Specific needs include but are not limited to:

1. Services for adjudicated minors who require residential placement with minimal supervision. Services are to include psycho-social assessment and evaluation, psycho-

education training to counseling and training designed to prepare the older adolescent for self-sufficiency and independence, survival skills, personal skills, recreational activities, transportation, basic household and money management, employment, and related skills.

2. Services for adjudicated minors who require a highly structured residential placement to address chronic emotional and behavioral problems. Services are to include counseling and interventions to improve or enhance social, personal, or problem solving skills, counseling and interventions to increase self-discipline, responsibility and self control.

Applicants may submit proposals to do one or all of the above services.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills, and experience in working with the targeted population.
- b. The applicant shall conduct a criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to adult or juvenile clients, or other program related adolescents or children. At a minimum, applicants will search [www.ecrim.hawaii.gov](http://www.ecrim.hawaii.gov) (**Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center**) and [www.nsopr.gov](http://www.nsopr.gov) (**National Sex Offender Public Registry**). For persons working in positions which necessitate close proximity to children or adolescents, the criminal history record check shall include a national criminal history database check which may require fingerprinting. The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders).
- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- f. Applicants shall describe its program for increasing clinical staff competencies in

the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

**2. Administrative**

- a. The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.
- b. Court testimony by an applicant representative shall be provided as needed.

**3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with offenders. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports

summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.

- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Negotiated unit of service.

**7. Units of service and unit rate**

Estimated number of units of service:

East Hawaii: 1 bed spaces per day

West Hawaii: 1 bed space per day

**2.17.4 Facilities**

- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.
- B. Facilities shall comply with all federal, state, and county laws, ordinances, codes, rules and regulations.

**2.18 SVC SPEC TITLE: Juvenile Drug Court, Third Circuit Court**  
**DR3JSA - Juvenile Substance Abuse Treatment Services**

**2.18.1 Introduction**

**A. & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of the service is to provide a comprehensive continuum of services to include, assessments, evaluations, treatment plans, intensive outpatient treatment (IOP), outpatient treatment (OP), individual/family therapy, skill training, conflict resolution, mentoring and therapeutic/recreational activities or programs to juveniles referred by the Juvenile Drug Court of the Third Circuit.

**D. Description of the target population to be served**

Male and female Juvenile Drug Court participants between the ages of 14 to 17 years who are adjudicated as a law violator.

**E. Geographic coverage of service**

Service areas include the following:

Third Circuit – West Hawaii, East Hawaii or Island of Hawaii

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2012</u>	<u>FY 2013</u>	<u>FY 2014</u>	<u>FY 2015</u>
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Funding source: State General Funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011 to June 30, 2015, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract.

## **2.18.2 General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licensure or accreditation.**

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards and provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).
7. The applicant shall incorporate best practices/evidence-based practices in any substance abuse service. Best practices/evidence-based practices are defined as a body of contemporaneous empirical research findings that produce the most efficacious outcomes for persons with substance abuse problems, has a system for implementing and maintaining program integrity, and is in conformance to professional standards. For best practices in specific areas of substance abuse, the applicant may consult the Substance Abuse and Mental health Services Administration's (SAMHSA) Treatment Improvement Protocol Drug Addiction Treatment Improvement Protocol Series (TIPS) and the National Institute on Drug Abuse (NIDA) Principles of Drug Addiction Treatment, and/or access the individual government agency websites.

### **B. Secondary purchaser participation** (Refer to §3-143-608, HAR)



After-the-fact secondary purchases will be allowed.

**C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

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If you have any programmatic questions regarding the requested services, please call the following individual:

Hawaii

Juvenile Drug Court, Third Circuit  
Warren Kitaoka at (808) 443-2201

Fax: (808) 443-2222

### 2.18.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

#### A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Applicants may provide a comprehensive continuum of evidence-based offender-oriented treatment services to include Substance Abuse Assessments, Substance Abuse Education, Outpatient and Intensive Outpatient to adolescents with alcohol and/or other drug related problems who are ordered or directed by the Juvenile Drug Court to obtain such services. Clients in any level of treatment shall meet the most current version of the American Society for Addiction Medicine Patient Placement Criteria (ASAM-PPC) for admission, continuance, and discharge, and documentation shall be included in the client's chart.

1. **Substance Abuse Assessments.** Substance abuse assessments shall be completed or reviewed/approved by certified substance abuse counselors, program administrators certified pursuant to Section 321-193 (10), Hawaii Revised Statutes; or individuals who hold an advanced degree in a behavioral health science. Assessments shall be completed to determine the need for substance abuse treatment and provide a recommended level of service. Assessments will take into consideration client history of substance use; bio-medical conditions and complications; emotional, behavioral or cognitive conditions and complications; readiness to change; relapse, continued use or continued problem potential and recovery/living environment. Assessments shall apply Diagnostic and Statistical Manual and the American Society of Addiction Medicine Patient Placement Criteria.
2. **Substance Abuse Education.** Substance Abuse Education shall provide clients with information pertaining to the pharmacology of substance abuse, lifestyle consequences, emotions management, coping skills and problem-solving training using cognitive behavioral techniques, treatment process, relapse prevention and abstinence maintenance training. The alcohol education and counseling program shall be for eight (8) to ten (10) hours and may include topics on the effects of alcohol on the brain and body, legal and social consequences, triggers to using, etc. The applicant shall also provide a parent/guardian education and counseling program of not more than ten (10) hours.
3. **Outpatient/Intensive Outpatient Treatment.** Outpatient/Intensive Outpatient Treatment provides comprehensive non-residential services to adolescents with substance

abuse problems. Program activities shall include professionally directed assessment, initial and updated treatment planning, case management, individual and group counseling, substance abuse education, family counseling and support services. Services may also include, but is not limited to, skill building, recreational therapy, and family counseling.

Outpatient services shall provide between one (1) and (8) hours per client per week of face-to-face treatment, including one (1) hour of scheduled and documented individual counseling per client per month. Intensive Outpatient services shall provide nine (9) or more hours per week of face-to-face treatment services, including one (1) hour of scheduled and documented individual counseling per client per week.

4. Applicants shall establish and implement policies and procedures for the following:

- a. Applicants for Outpatient/Intensive Outpatient services shall provide written weekly progress reports for weekly staffing or court hearings. Written admission, staffing and court hearing reports and discharge reports shall be provided to supervising probation officers. Written discharge reports shall be provided no more than five (5) working days after a client's discharge or earlier upon request of the supervising officer for court hearing purposes. Discharge reports shall include the dates of admission, treatment and termination; reasons for termination with explanation; discharge plans and recommendations (including recommendations for handling of client target behaviors, relapse prevention plans, possible sanctions, etc), when applicable. Applicants shall attach sample copies of report formats to be used for these purposes.

- b. The applicant shall have the capability and capacity to conduct alcohol and drug testing.

The applicant shall provide their written policies and procedures for such testing and shall describe the frequency and application of testing in treatment. Random and observed collection are required. The applicant shall insure that chain of custody and confidentiality issues are addressed appropriately. The applicant shall establish written testing, chain of custody and confidentiality procedures.

The Applicant shall identify instrumentation being utilized to conduct such testing and shall have the ability to do laboratory confirmation testing utilizing Gas Chromatography Mass Spectrometry or Liquid Chromatography Tandem Mass Spectrometry. Laboratories conducting such confirmation testing shall be Substance Abuse and Mental Health Services Administration and/or College of Addiction Pathologists – Forensic Urine Drug Testing certified. Confirmation testing at Limit of Quantitation levels is preferred.

Positive drug test results shall be reported immediately to the supervising probation officer, and a summary of drug test results shall be included in the

required weekly reports for each client.

- c. Programs shall notify the supervising officer or program of any prospective major change in a client's status (i.e. potential discharge or level of care change) occurring before the scheduled reporting cycle. Program staff will participate in staffing meetings with the Juvenile Drug Court when it is determined to be in the best interest of the client's treatment and adjustment.
  - d. Applicants who provide Outpatient and Intensive Outpatient treatment modalities shall develop and implement appropriate transition plans for each client prior to discharge. The plan shall address transition and recover issues and relapse prevention, and shall be forwarded to the supervising officer.
  - e. Applicants shall provide treatment transition assistance to the client in the event that treatment funding is terminated, i.e. referral to another program, referral back to the supervising officer, etc.
  - f. Outpatient programs shall collaborate with other community agencies and resources, including but not limited to health, mental health, social, educational, vocational rehabilitation, and employment services for coordination and linkages with other services as part of the continuum of care.
  - g. Shall work together with the Juvenile Drug Court to provide ongoing case review and assessment of the client's progress throughout the treatment period.
  - h. Shall notify the Juvenile Drug Court or probation officer immediately or within 24 hours of juvenile's discharge, missed appointments and any emergencies that he/she experience.
  - i. Agrees to notify the Juvenile Drug Court or probation officer if there are any problems prior to termination of any juvenile, except in cases of emergency such as violence or threat of violence against staff or other clients.
  - j. Ensure that functions such as clinical supervision, clinical evaluation, treatment planning and individual, group and family counseling shall be provided by substance abuse counselors or program administrators certified pursuant to Section 321-193 (10), Hawaii Revised Statutes, or who holds an advance degree in behavioral science, unless otherwise approved by the Alcohol and Drug Abuse Division or the Department of Health, State of Hawaii.
  - k. Total time on placement shall not exceed the length of the juvenile's participation in the Juvenile Drug Court program.
5. Services and treatment are for referrals or placements made by the Juvenile Drug Court of the Third Circuit.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population. Applicants shall ensure that clinical supervision over program activities is provided by Hawaii State certified substance abuse counselors (CSACs) pursuant to Section 321-193 (10), Hawaii Revised Statutes; or who hold an advanced degree in behavioral health science (clinical supervision).

CSACs and individuals who hold an advanced degree in behavioral health sciences preferably shall perform the following functions; however, non-CSACs or non-Masters level providers may be utilized as long as they are directly supervised\* by a CSAC or Master level counselor and are working toward certification:

- Clinical evaluation
- Treatment planning
- Individual, group, and family counseling

\*Direct supervision means a minimum of one hour supervision for every seven hours of performance. This involves teaching the supervisee about each core function of a substance abuse counselor, demonstrating how each core function is accomplished, the supervisee sitting in while the supervisor performs the function, the supervisee performing the function with the supervisor present, and finally, the supervisee performing the function independently, but with review and feedback from the supervisor. In addition, supervisees shall be required to attend ADAD-approved CSAC preparatory training when available.

Applicants shall describe its program for increasing clinical staff competencies in the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

- b. The applicant shall conduct a criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to adult or juvenile clients, or other program related adolescents or children. At a minimum, applicants will search **[www.ecrim.hawaii.gov](http://www.ecrim.hawaii.gov) (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center)** and

**www.nsopr.gov (National Sex Offender Public Registry).** For persons working in positions which necessitate close proximity to children or adolescents, the criminal history record check shall include a national criminal history database check which may require fingerprinting. The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders).

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with offenders with substance use problems. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Applicants shall provide all program monitoring, assessments and/or evaluation

reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall indicate measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.
- d. The applicant shall comply with the requirements of the statewide substance abuse treatment monitoring program established under HRS 321-192.5. The Judiciary additionally requires that all programs which provide substance abuse treatment services, whether accredited or not accredited by the Department of Health, Alcohol and Drug Abuse Division (ADAD), participate in the statewide data collection activities under the purview of ADAD.

**6. Pricing or pricing methodology to be used**

Negotiated unit of service.

**7. Units of service and unit rate**

Proposals shall include, as applicable, average expected lengths of stays proposed for each level of care; group sizes and frequency of services (i.e. number of sessions per week), as applicable; and provide fees for units of services as follows:

- a. Additional substance abuse assessments/Per Assessment
- b. Outpatient Treatment/Per Hour/Per Individual
- c. Intensive Outpatient Treatment/Per Hour/Per Individual
- d. Individual and Family Counseling /Per Hour/Per Individual/Per Family

(Initial screening and assessments for program acceptance shall be an imbedded cost. Applicants may cite unite rates by the half or quarter hour as applicable.)

**2.18.4 Facilities**

- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.





**2.19 SVC SPEC TITLE: Juvenile Drug Court, Third Circuit Court  
DR3JSS - Emergency Shelter Care Services**

**2.19.1 Introduction**

**A. & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of the service is to assist juveniles to resolve various problems and conflicts to help them learn socially acceptable behaviors and function in the community as law-abiding citizens. Services should also be reflective of the court's balanced and restorative justice philosophy, and the guiding principles of the Juvenile Detention Alternative Initiative (JDAI). The goals of balanced and restorative justice are accountability, competency development, and public safety. JDAI principles are complimentary in that it can help shape and guide jurisdiction's practice through collaboration and a continuum of services that are culturally competent, relevant and accessible to the youth they serve and reduce the reliance on unnecessary confinement in secured detention.

**D. Description of the target population to be served**

Male and female Juvenile Drug Court participants between the ages of 14 to 17 years who are adjudicated as a law violator.

**E. Geographic coverage of service**

Service areas include the following:  
Third Circuit – West Hawaii, East Hawaii or Island of Hawaii

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2012</u>	<u>FY 2013</u>	<u>FY 2014</u>	<u>FY 2015</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011 to June 30, 2015, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are

available for only the initial term of the contract which is for two (2) years.

## **2.19.2 General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licensure or accreditation.**

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards and provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).

### **B. Secondary purchaser participation** (Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

### **C. Multiple or alternate proposals** (Refer to §3-143-605, HAR)

☐ Allowed      ☒ Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

☐ Single      ☐ Multiple      ☒ Single & Multiple

Multiple contracts may awarded if such awards are deemed to be in the best interest of the Judiciary and will be based on the highest ranked proposals.

**E. Single or multi-term contracts to be awarded**

(Refer to §3-149-302, HAR)

☐ Single term (< 2 yrs)      ☒ Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011 to June 30, 2015. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.4 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Naty Butay at (808) 538-5805      Fax: 538-5802  
[Naty.B.Butay@courts.state.hi.us](mailto:Naty.B.Butay@courts.state.hi.us)

If you have any programmatic questions regarding the requested services, please call the following individual:

### 2.19.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

#### A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Services are being requested for a temporary shelter for youth who require a safe, monitored living environment while awaiting return to their own homes, placement in a substitute home, treatment program, or alternative living arrangement.

1. Specific needs include, but are not limited to:
  - a. The ability to accept referrals within one (1) hour;
  - b. Accommodation of juveniles up to thirty (30) days, with the possibility of extensions;
  - c. A counseling component to address individual client needs as appropriate;
  - d. Transportation; and
  - e. Twenty-four (24) hour supervision by responsible adult staff at an appropriate level to minimize clients' unauthorized departure.
2. Juvenile Drug Court will retain sole authority to screen, determine admissibility, and to control placement.

#### B. Management Requirements (Minimum and/or mandatory requirements)

##### 1. Personnel

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to adult or

juvenile clients, or other program related adolescents or children. At a minimum, applicants will search [www.eccrim.hawaii.gov](http://www.eccrim.hawaii.gov) (**Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center**) and [www.nsopr.gov](http://www.nsopr.gov) (**National Sex Offender Public Registry**). For persons working in positions which necessitate close proximity to children or adolescents, the criminal history record check shall include a national criminal history database check which may require fingerprinting. The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders).

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- f. The applicant must have sufficient and relevant training and staff development.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards

of the disciplines involved in the delivery of services.

- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with juvenile offenders. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d.. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall indicate measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Negotiated unit of service.

**7. Units of service and unit rate**

Estimated number of units of service:

Hawaii: Minimum of 2 bed spaces island wide and may need additional bed spaces in excess of this number



## **MISC. ADMINISTRATIVE DIRECTOR SERVICES**

### **2.20 SVC SPEC TITLE: Children's Justice Center ADCJC – Treatment Services for Child Victims of Intrafamilial Sexual Abuse**

#### **2.20.1 Introduction**

##### **A. & B. – (SEE SECTION 2.0.1)**

##### **C. Description of the goals of the service**

To provide treatment services for child victims of intrafamilial sexual abuse, including psychological treatment and case management services for child victims and their families. Services may also be provided to sexually reactive children.

##### **D. Description of the target population to be served**

Child victims, non-offending parents, siblings and other family members, as appropriate. Sexually reactive children.

##### **E. Geographic coverage of service**

First Judicial Circuit – Island of Oahu

Third Judicial Circuit – Island of Hawai'i (if funding is sufficient) – sexually reactive children only.

##### **F. Probable funding amounts, source, and period of availability**

Probable funding amount: \$208,000 per year (pending Legislative approval.)

Funding source: Judiciary Budget (State General Funds)

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011 to June 30, 2015, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract which is for two (2) years.

## **2.20.2 General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawai'i Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practice, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See SECTION FIVE, Proposal Application Checklist, for website address).

### **B. Secondary purchaser participation** (Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

**C. Multiple or alternate proposals**  
(Refer to §3-143-605, HAR)

☐ Allowed

☒ Unallowed

**D. Single or multiple contracts to be awarded**  
(Refer to §3-143-206, HAR)

☒ Single

☐ Multiple

☐ Single &  
Multiple

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

☐ Single term (<2 yrs)

☒ Multi-term (>2 yrs)

The initial term of the contract shall be for two (2) years, upon availability of funds. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for the extension period. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2011 – June 30, 2015. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of the RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.4 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office

Naty Butay at (808)535-5805

Fax: 538-5802

Email: [naty.b.butay@courts.state.hi.us](mailto:naty.b.butay@courts.state.hi.us)

If you have any programmatic questions regarding the requested services, please call the following individual:

Children's Justice Center, First Judicial Circuit  
Jasmine Mau-Mukai at (808)534-6700 Fax: 595-6978  
Email: jasmine.m.mau-mukai@courts.state.hi.us

### **2.20.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

#### **A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

##### **1. Crisis Outreach and Intervention Services**

The service provider shall provide crisis outreach and intervention services on a timely basis to families who are undergoing investigation of a report of child sex abuse, preferably while the family is still at the Children's Justice Center (CJC), or as soon thereafter as is practicable.

##### **2. Intensive Services to Non-Offender Parent/Caretaker**

- a. The provider will provide intensive services to the non-offending parent/caretaker with the goal of minimizing denial and maximizing support to the child to prevent out-of-home placement of the child victim.
- b. The provider will make available peer mentors, where appropriate, to provide peer support to the non-offending parent/caretaker in order to maximize their support for the child and family.
- c. Referrals will be made, where appropriate, to Adults Molested as Children (AMAC) groups.

### **3. Trauma Assessments**

The provider will conduct trauma assessments, where appropriate, on all child victims in order to assess and individualize their treatment needs.

### **4. Individual, Group and Family Treatment**

- a. Individual, group and family treatment will be made available to victims, non-offending parents, siblings and other family members as appropriate.
- b. Services should be convenient and easily accessed, requiring them to be held in different geographic areas and with flexibility as to the times of services.
- c. Transportation and child care should be made available or subsidized in order to remove barriers to clients receiving services.

### **5. Treatment for Sexually Reactive Children**

Services shall be provided, through individual and group sessions, to children and their family members who were victims of child sexual abuse/trauma and are now sexually abusing/acting out with other children and are not currently receiving services.

### **6. Case Management Services**

- a. The provider will assess the needs of each family and provide information, referral and support to access services related to financial assistance, housing, employment, child care, medical and other services necessitated by the effect of the family unit and stability as a result of the child sexual abuse.

- b. The provider will provide or subsidize transportation, child care and other necessities in order to safely keep the child in the family home.
- c. The provider will assist the family in obtaining restraining orders and other legal assistance as may be required.
- d. The provider will assist the family in identifying the activities that will enhance the child's self-esteem, health and welfare, and will make appropriate referrals.

## 7. Referrals

Referrals for services shall be received from the Children's Justice Centers, the Department of Human Services/Child Welfare Services, the Sex Abuse Treatment Center, Law Enforcement, the Family Court, and other professionals as determined by the CJC.

## B. Management Requirements (Minimum and/or mandatory requirements)

### 1. Personnel

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to adult or juvenile clients, or other program related adolescents or children. At a minimum, applicants will search [www.ecrim.hawaii.gov](http://www.ecrim.hawaii.gov) (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). For persons working in positions which necessitate close proximity to children or adolescents, the criminal history record check shall include a national criminal history database check which may require fingerprinting. The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never

been conducted. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review.

- c. The applicant shall have the premises at least once person currently certified in First Aid and CPR.
- d. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- e. The applicant must have sufficient and relevant training and staff development.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content and methods of service delivery.

## **3. Quality assurance and evaluation specifications.**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.

## **4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirement for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**



Fixed price.

**7. Units of service and unit rate**

Not applicable.

**2.21 SVC SPEC TITLE: Center for Alternative Dispute Resolution**  
**ADRMS - Mediation and Related Dispute Resolution Services**

**2.21.1 Introduction**

**A.&B. –(SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

Provide Hawaii residents and court users with neutral, alternative dispute resolution (ADR) processes that provide opportunities for early, party-driven, efficient and fair resolution of conflicts, and promote the use of ADR as an effective means of resolving appropriate disputes without litigation.

**D. Description of the target population to be served**

Hawaii residents and court users

**E. Geographic coverage of service**

Service areas consist of, at a minimum, the islands of Hawaii Island, Kauai, Lanai, Maui, Molokai and Oahu.

**F. Probable funding amounts, source and period of availability**

Probable funding amounts:

<u>FY 2012</u>	<u>FY 2013</u>	<u>FY 2014</u>	<u>FY 2015</u>
\$390,000	\$390,000	\$390,000	\$390,000

Funding source: State general funds

Period of availability: FY 2012 through FY 2015, subject to appropriation and availability of funds, and the satisfactory performance of services by the provider.

**2.21.2 General Requirements**

**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.

3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).

**B. Secondary purchaser participation**

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

**C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Not allowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

**E. Single or multi-term contracts to be awarded**

(Refer to §3-149-302, HAR)

☐ Single term (<2 years) ☒ Multi-term (>2 years)

The contract term will be FY 2012 through FY 2015, subject to appropriation and availability of funds, and the satisfactory performance of services by the provider.

**F. RFP Contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.4 (Procurement Timetable) of this RFP.

For technical questions related to the Request for Proposal process, please contact the following individual:

Judiciary Purchasing Office  
Naty Butay at (808) 538-5805 Fax: 538-5802  
Email: [Naty.B.Butay@courts.state.hi.us](mailto:Naty.B.Butay@courts.state.hi.us)

If you have any programmatic questions regarding the requested services, please call the following individual:

Center for Alternative Dispute Resolution  
Elizabeth Kent at (808) 539-4238  
Fax: (808) 539-4416  
Email: [Elizabeth.R.Kent@courts.state.hi.us](mailto:Elizabeth.R.Kent@courts.state.hi.us)

### **2.21.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

#### **A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

1. Applicant will provide mediation related dispute resolution services (mediation services), and administration of mediation services for appropriate cases in judicial circuits in the State of Hawaii as described below.
  - 1.1 Applicant will establish and maintain effective referral and intake services.
  - 1.2 Applicant will have a statewide training program that allows for uniformity in the training of mediators who provide the mediation services.
  - 1.3 Applicant will have a sufficient number of trained and qualified mediators.

- 1.4 Applicant will maintain an active program of outreach and education.
- 1.5 Applicant will provide administration and assistance to the courts in connection with mediation services for court matters.
2. Applicant will provide mediation services for cases that are pending in Hawaii's State Courts as follows:
  - 2.1 Where JUDICIARY facilities are adequate to allow for it, the provision of on-site mediation services at no cost to participants for small claims and residential landlord/tenant cases, and where JUDICIARY facilities do not provide adequate space for mediators on-site at court, the provision of mediation services at no cost for these cases in a timely manner at a facility off-site of the JUDICIARY facility;
  - 2.2 Mediation for other cases that are pending in Hawaii's State Courts will be provided for a reasonable cost, or at reduced cost or no cost for participants who cannot afford to pay the full rate.
3. Applicant will provide mediation services for cases in the community that are not pending in Hawaii's State Courts. Mediation for these cases will be provided for a reasonable cost, or at a reduced cost or no cost for participants who cannot afford to pay the full rate.

**B. Management Requirements (minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a criminal history record check for any person, including, but not limited to any officer, employee, volunteer, or subcontractor, who performs work or services which necessitates close proximity to children or adolescents. At a minimum, applicants will search [www.ecrimhawaii.gov](http://www.ecrimhawaii.gov) (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). For persons working in positions which necessitate close proximity to children or adolescents, the criminal history record check shall include a national criminal history database check which may require fingerprinting. The minimum record check will be

conducted once every four (4) years for each person, and/or at the outset of the contract period if such checks have never been conducted. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to the Judiciary for review.

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- e. The applicant must have sufficient and relevant training and staff development.

**2. Administrative**

- a. The applicant shall establish and implement policies and procedures that clearly identify the target population for each type of service, the program content, and methods of service delivery.
- b. The applicant and all its subcontractors, if any, must have the ability to electronically communicate (i.e., e-mail) with the Judiciary (e.g., transmit reports and other correspondence).

**3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and audit as designated by the contracting agency. Based on the assessment/audit report, the vendor will develop, in concert with the contracting agency, an action plan to address areas which need improvement.

**4. Output and performance/outcome measures**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The Applicant shall submit written Quarterly and Year-End reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due thirty (30) days after the end of the quarter. Year-End reports are due forty-five (45) days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the Applicant relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the Applicant during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the Applicant, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the Applicant, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The Applicant shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the Applicant shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Fixed price.

**7. Units of service and unit rate**

Not applicable.